



Australian Government

Department of Education, Employment and Workplace Relations

MSA40710 Certificate IV in Recreational Vehicle and Accessories Retailing

Revision Number: 3

MSA40710 Certificate IV in Recreational Vehicle and Accessories Retailing

Modification History

Imported unit code updated.

Version 3 - MSACM unit replaced by MSS unit from MSS11v2 Sustainability Training Package. Imported unit version coded updated.

Description

This qualification covers the skills and knowledge designed to reflect the role of a supervisor or assistant manager in a recreational vehicle retail outlet.

Job roles/employment outcomes

The Certificate IV in Recreational Vehicle and Accessories Retailing has been developed as a post-trade level qualification for use in MSA07 Manufacturing Training Package. This qualification has been developed in response to an industry request. People with this qualification would be expected to lead sales teams and provide supervision of people in the sale of recreational vehicles and accessories, including:

- motor homes
- caravans
- camper trailers
- slide-ons
- fifth wheelers

to meet Australian requirements, such as road worthiness and the Australian Design Rule (ADR). They will provide technical leadership as well as undertake some tasks themselves.

They may work in a service and repair facility or a manufacturer's factory undertaking sales work. Sales may be for a new recreational vehicle, a second-hand/refurbished recreational vehicle or spare parts and accessories. In some cases selling of the recreational vehicle may also include possible modifications which could be made to the recreational vehicle.

Application

The sector typically manufactures, services and repairs recreational vehicles as required. Recreational vehicle sales requires specialised knowledge not only of the available range of recreational vehicle models and accessories but of the legal requirements associated with weight, towing and vehicle capacity.

Recreational vehicles may be made from a frame (timber, aluminium or steel) and skin (aluminium or fibre composite) or a manufactured wall panel or some other technology. They are typically mounted on a steel chassis which may be manufactured by the recreational vehicle manufacturer or bought. Fittings are typically timber/particle board but may be any other suitable material.

People with this qualification may be expected to:

- sell a new or second-hand recreational vehicle
- suggest modifications/refits to a recreational vehicle
- prepare a recreational vehicle for sale/resale
- sell spare parts and accessories
- manage a sales area/showroom.

This work will generally be undertaken in a workshop or showroom environment.

Training programs for this qualification are suitable to be undertaken as part of a formal training contract with an employer under an Australian Traineeship or Apprenticeship arrangement.

Pathways into the qualification

This qualification may be accessed by direct entry.

The units of competency contained within this qualification are common with other qualifications and credit should be granted towards this qualification where competency has already been achieved.

Credit should also be granted towards this qualification where competency has been achieved in units of competency contained within relevant skill sets.

The units of competency in this qualification reflect competencies which are practiced within the industry and recognition of prior learning (RPL) should be granted where there is sufficient evidence of competency from work-based experience.

Pathways from the qualification

Further qualification pathways from this qualification include MSA50510 Diploma of Recreational Vehicles.

Additional qualification advice

MSA41108 Certificate IV in Competitive Manufacturing is available for team leaders or others who need a more generalist qualification covering the application of good manufacturing practice and lean principles.

Licensing considerations

Units of competency in this qualification provide the underpinning knowledge and skills for various required licenses. Local regulations should be checked for details.

Pathways Information

Not applicable.

Licensing/Regulatory Information

Not applicable.

Entry Requirements

Not applicable.

Employability Skills Summary

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY	
Employability Skill	Industry/enterprise requirements for this qualification
Communication	<ul style="list-style-type: none"> • Negotiating effectively with team members and other managers on business values, directions and day-to-day operational matters • Reading, analysing and communicating workplace information to team members and other managers • Writing reports and completing business documentation in the context of the job role
Teamwork	<ul style="list-style-type: none"> • Leading a retail or wholesale business team, and mentoring and supporting team members in the context of a retail supervision or management role • Effectively participating in wider retail business supervisory/management teams • working independently to complete own tasks and supporting other team members, where appropriate
Problem solving	<ul style="list-style-type: none"> • Implementing customer service strategies • Anticipating problems and acting to mitigate where possible • Solving a range of operational retail or wholesale operational business problems, individually or in the context of a wider team management structure • Clarifying issues and applying existing policies and infrastructure to source information and resources, and developing practical and sustainable solutions
Initiative and enterprise	<ul style="list-style-type: none"> • Creating an operational business team customer service and continuous improvement environment across all performance areas • Providing positive feedback, encouraging team members to do things better and be personally receptive to team members ideas • Translating ideas into action by positively accepting and initiating changes in procedures or arrangements at the business level
Planning and organising	<ul style="list-style-type: none"> • Establishing and communicating clear goals and deliverables for self and team members within the context of organisation objectives and the current business situation • Coordinating resources to ensure that work is carried out according to timelines and priorities • Coordinating and/or implementing changes arising from continuous improvement processes

EMPLOYABILITY SKILLS QUALIFICATION SUMMARY

Self-management	<ul style="list-style-type: none"> • Understanding how own personal job role fits into the context of the wider business values and directions • Working within the retail or wholesale business culture by practising inclusive behaviour, effective management of personal presentation, hygiene, and time • Efficiently prioritising and completing delegated tasks • Maintaining own knowledge of the job role, reviewing own performance and actively seeking and acting upon advice and guidance
Learning	<ul style="list-style-type: none"> • Identifying personal strengths and weaknesses in the context of the job role and recognising how to personally learn best at work • Seeking opportunities for formal education in the context of a current role or future retail job opportunities • Accepting opportunities to learn new ways of doing things and sharing knowledge and skills with other business managers and team members
Technology	<ul style="list-style-type: none"> • Adapting to new business related technology skill requirements • Selecting and using retail or other information and communications technology, where relevant, to support business operations and planning in the context of key business performance objectives and personal job role

Packaging Rules

Packaging Rules

To be awarded the Certificate IV in Recreational Vehicle and Accessories Retailing competency must be achieved in **thirty two (32)** units of competency:

- **three (3)** core units of competency
- **twenty nine (29)** elective units of competency, as specified below:
 - a minimum of **two (2)** units of competency must be selected from Group A
 - a maximum of **fourteen (14)** units of competency may be selected from Groups C and D, with a maximum of **six (6)** from Group D
 - the balance of units must be selected from Groups A and B to bring the total to twenty nine (29).

Note: Up to **seven (7)** relevant units of competency may be selected from this Training Package, other endorsed Training Packages and accredited courses, as specified in Groups A, B, C and D.

Note: Where prerequisite units are identified, they must be counted in the total number of units required for completion of the qualification.

Core units of competency

Unit code	Unit title	Prerequisites
MSAENV272B	Participate in environmentally sustainable work practices	
MSAPMOHS200A	Work safely	
MSAPMSUP102A	Communicate in the workplace	

Elective units of competency

Group A

Unit code	Unit title	Prerequisites
AURC362721A	Establish customer requirements of a complex nature	
AURC365722A	Estimate complex jobs	
AURC465349A	Prepare written repair quotation	
AURV365356A	Read and interpret vehicle body repair estimation/quotation	
AURV465116A	Determine vehicle body damage and recommend repair procedures	
MEM16003B	Provide advanced customer service	
MEM16012A	Interpret technical specifications and manuals	
SIRXMER002A	Coordinate merchandise presentation	
SIRXMER004A	Manage merchandise and store presentation	
SITXMPR004A	Coordinate marketing activities	

Unit code	Unit title	Prerequisites
Up to one (1) relevant elective unit of competency may be selected from this Training Package, other endorsed Training Packages and accredited courses, where it is available for inclusion at Certificate IV.		

Group B

Unit code	Unit title	Prerequisites
AUM8012B	Prepare and document quotation	
AURC270421A	Establish relations with customers	
AURC341903A	Apply relevant finance, leasing and insurance contracts/policies	
AURC362807A	Build customer relations	
AURC363337A	Maintain business image	
AURC463238A	Manage complex customer issues	
AURS238150A	Present stock and sales area	
AURS241303A	Apply sales procedures	
AURS241608A	Carry out cash and/or credit/funds transfer transactions	
AURS241769A	Sell product(s)	
AURS242621A	Promote products and services	
AURS252290A	Process customer complaints	
BSBCUS501C	Manage quality customer service	
SIRXCCS001A	Apply point-of-sale handling procedures	
SIRXINV004A	Buy merchandise	
SIRXRSK001A	Minimise theft	
SIRXRSK002A	Maintain store security	
SIRXSLS002A	Advise on products and services	

Unit code	Unit title	Prerequisites
Up to two (2) relevant elective units of competency may be selected from this Training Package, other endorsed Training Packages and accredited courses, where they are available for inclusion at Certificate IV.		

Group C

Unit code	Unit title	Prerequisites
AURA454516A	Determine retail rates for work	
AURC252327A	Identify, clarify and resolve problems	
AURC361101A	Adapt work processes to new technologies	
AURC561614A	Contribute to business improvement	
MEM13002B	Undertake occupational health and safety activities in the workplace	
MEM13010A	Supervise occupational health and safety in an industrial work environment	MEM13002B
MEM15002A	Apply quality systems	
MEM15004B	Perform inspection	
MEM16002C	Conduct formal interviews and negotiations	
MEM16006A	Organise and communicate information	
MEM22006A	Source and estimate materials	MEM16006A
MSS403040A	Facilitate and improve implementation of 5S	
MSAENV472B	Implement and monitor environmentally sustainable work practices	
MSAPMSUP200A	Achieve work outcomes	
MSAPMSUP383A	Facilitate a team	
MSAPMSUP390A	Use structured problem solving tools	
MSARVS401A	Assess and quote to service a recreational vehicle	

Unit code	Unit title	Prerequisites
PSPGOV408A	Value diversity	
SITXMGT006A	Establish and conduct business relationships	
TAEASS401A	Plan assessment activities and processes	
TAEASS402A	Assess competence	
TAEASS403A	Participate in assessment validation	
TAEDEL301A	Provide work skill instruction	
Up to two (2) relevant elective units of competency may be selected from this Training Package, other endorsed Training Packages and accredited courses, where they are available for inclusion at Certificate IV.		

Group D

Unit code	Unit title	Prerequisites
AURS238127A	Identify and select automotive parts and products	
AURS241803A	Apply legal requirements relating to product sales	
AURS338103A	Apply automotive parts interpretation process	
AURT365508A	Carry out vehicle safety/roadworthy inspection	
MSAPMOHS220A	Provide initial first aid response	
MSAPMOPS212A	Use enterprise computers or data systems	
MSAPMSUP100A	Apply workplace procedures	
MSAPMSUP106A	Work in a team	
MSAPMSUP280A	Manage conflict at work	
MSAPMSUP291A	Participate in continuous improvement	
MSARVS301A	Develop and update caravan industry knowledge	

Unit code	Unit title	Prerequisites
MSARVG201A	Tow a recreational vehicle safely	
SITXMPR001A	Coordinate production of brochures and marketing materials	
SITXMPR002A	Create a promotional display or stand	
UEGNSG604B	Fill gas cylinders	
Up to two (2) relevant elective units of competency may be selected from this Training Package, other endorsed Training Packages and accredited courses, where they are available for inclusion at Certificate IV.		